

REQUESTING INFORMATION TECHNOLOGY SERVICES

LMS-CP-5519
Revision: E-3

Supervisor

START

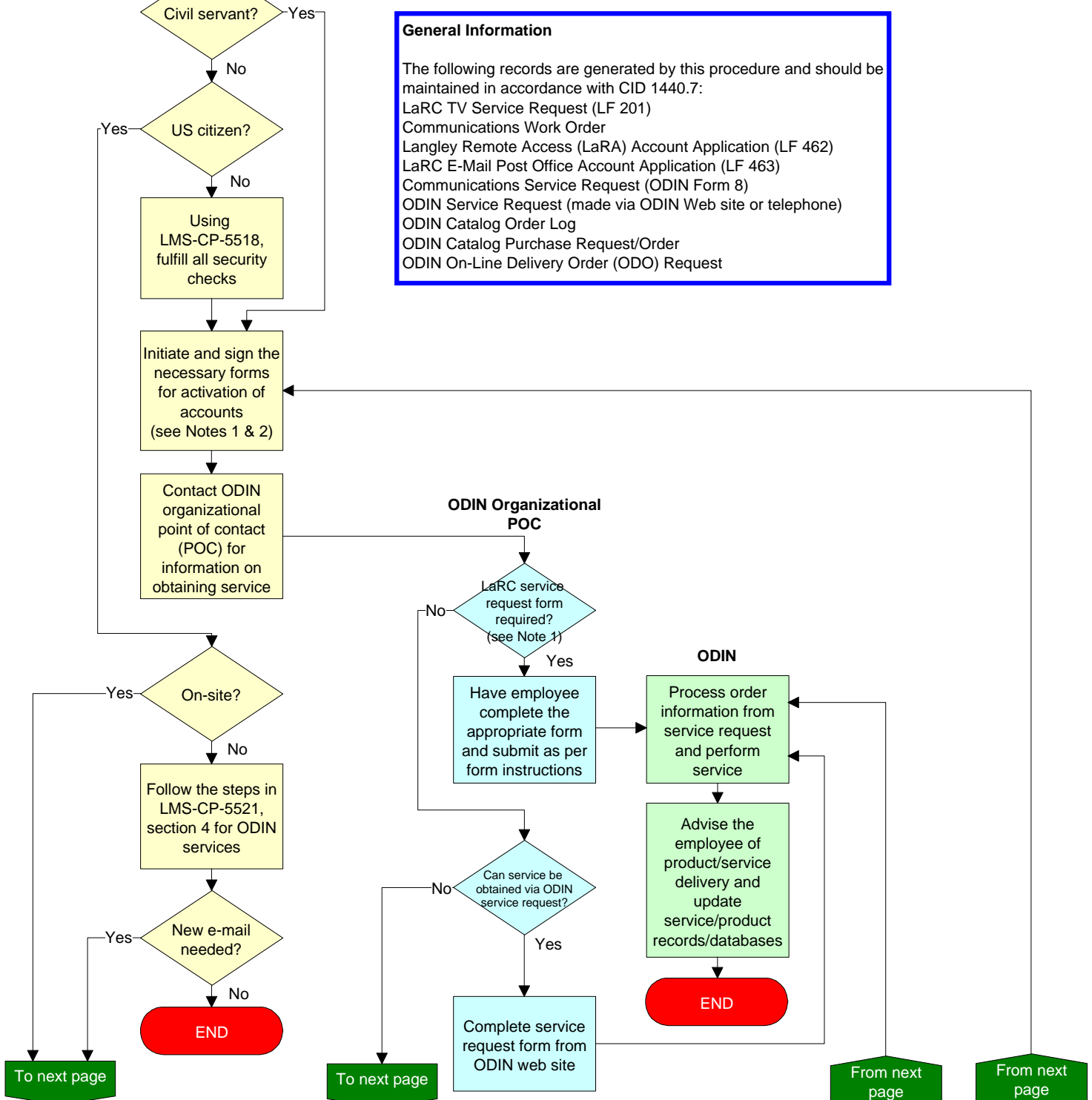
Determine the need of employee once badging is complete
(see General Note box on Page 2)

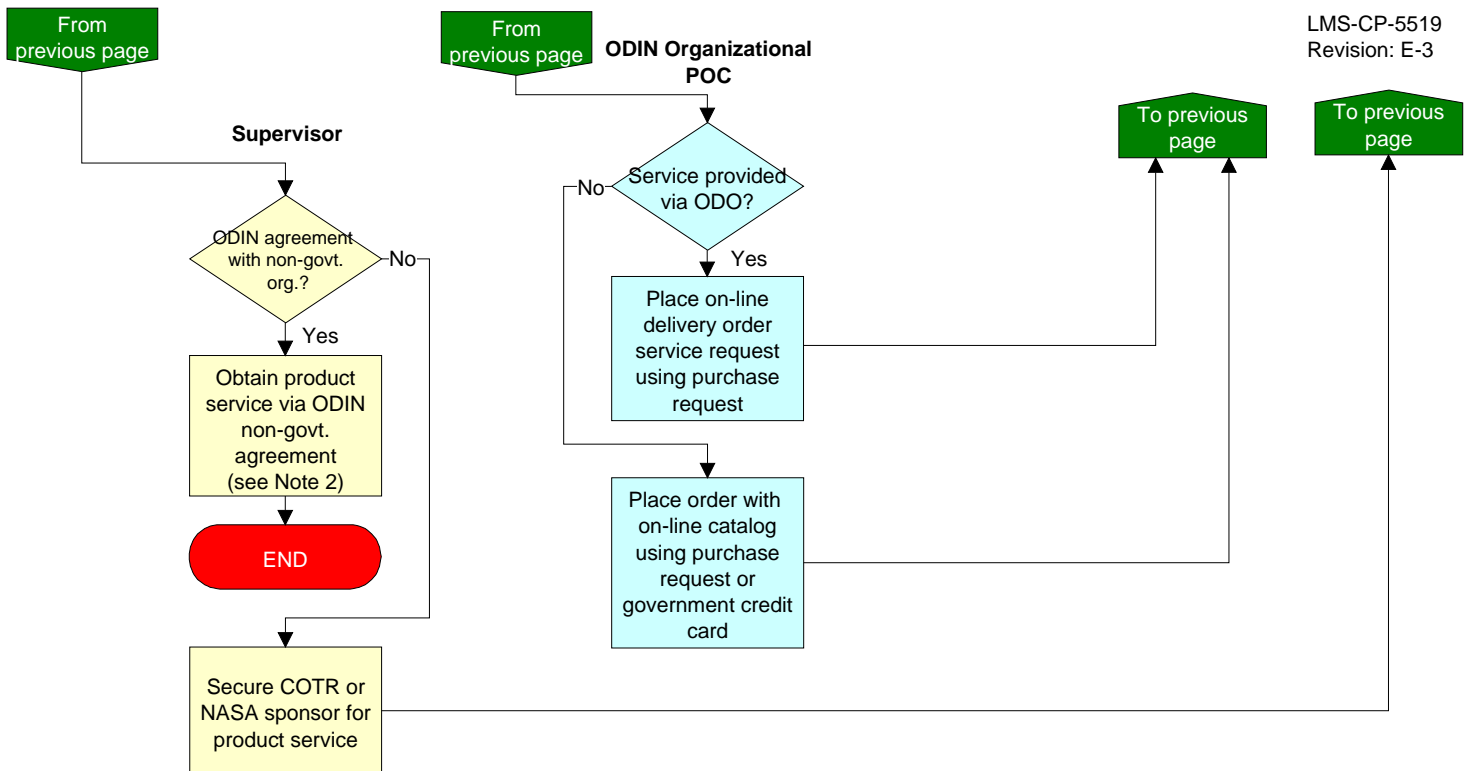
Objective:
-to provide a methodology for requesting access to information technology resources and ensure that the resources provided are in accordance with NPR 2810.1

Approval Original signed on file
Associate Director for Business Management

General Information

The following records are generated by this procedure and should be maintained in accordance with CID 1440.7:
LaRC TV Service Request (LF 201)
Communications Work Order
Langley Remote Access (LaRA) Account Application (LF 462)
LaRC E-Mail Post Office Account Application (LF 463)
Communications Service Request (ODIN Form 8)
ODIN Service Request (made via ODIN Web site or telephone)
ODIN Catalog Order Log
ODIN Catalog Purchase Request/Order
ODIN On-Line Delivery Order (ODO) Request





General Note

Many Information Technology Services are outsourced through the Network and Computer Services Branch (NCSB) via the Outsourcing Desktop Initiative for NASA (ODIN) contract. These services are provided via the ODIN catalog or the ODIN on-line delivery order (ODO). Some services require your organization's ODIN point of contact (POC) to order the service through the ODO. The ODIN/NCSB Information Technology services controlled by this process are:

- LaRCNET (moves, adds, changes)
- Post Office Accounts (e-mail)
- Fax machines, including analog circuits
- LaRC Television drop requests
- Video Conferencing requests (Building 1201 ViTS facility)
- LaRA account (remote access)
- Off-site LaRCNET service

For all other services, contact your supervisor.

Note 1

Network Connection - For an "add connection", contact your organizational ODIN POC. For "move connection or change connection", initiate an ODIN Form 8, also available at <https://www.odin.lmit.com/larc/>. ODIN requires the facility's LaRCNET building coordinator to approve all network moves and changes.

E-mail Account - Initiate a LF 463 for a new e-mail account. The LF 463 is available electronically through the Langley Forms System on the LMS Web Site.

Off-Site LaRCNET Service - Typically used for a LaRC contractor facility. Prepare a Memo of Request to NCSB.

Fax Machine/Circuit - To "add" a FAX circuit or FAX machine, contact the Organizational ODIN POC. To "move" a FAX circuit or ODIN-supplied FAX machine, initiate an ODIN Form 8, also available at <http://www.odin.lmit.com/larc>. ODIN cannot move a non-ODIN FAX machine.

Remote Access Account - Initiate a LF 462 for a remote access account. The LF 462 is available electronically through the Langley Forms System on the LMS Web Site.

LaRC Television Request - Initiate a LF 201 for a LaRC TV video drop. The LF 201 is available electronically through the Langley Forms System on the LMS Web Site.

Video Conference - To schedule a video conference (Building 1201), contact the IntelliCenter at 4-7777.

Note 2

The LaRC ODIN contracting officer must pre-authorize in writing the establishment of an ODIN/non-government agreement/order.

The employee will be notified of any restrictions placed on the access of information or use of equipment which may apply to the accounts activated. In the case of an account granted to a foreign national or foreign representative, additional restrictions may be identified using LMS-CP-5518 and will be communicated to the supervisor. It is the supervisor's responsibility to notify the employee of all restrictions which may apply.

See LAPD 2810.1 for information on the appropriate use of resources, compliance to security regulations, and password requirements/best practices.